**VA User Interview Questions**

1. How long have you been a Veteran?
   1. Thank you for your service.
2. What VA benefits/services do you use most often?
3. What was your last interaction with the VA?
4. What is the hardest part about interacting with the VA?
5. Have you ever gone to VA.gov or use VA services, or has someone done so on your behalf?  
    *If Yes:*
   1. How often?
   2. Over the last 4 weeks what were the top 5 things you logged into VA.gov to do and could you indicate how often you used each of those?
   3. How has your experience been? Feel free to share positives and negatives.
   4. What was the biggest pain point?
6. Do you have a smartphone?  
   *If Yes:*
7. Have you ever gone to VA.gov on your phone?  
    *If Yes:*
   1. Why did you use your phone?
   2. What were you trying to use the website for?
   3. How was your experience? Feel free to share positives and negatives.
   4. What is the biggest pain point related to using VA.gov on your phone?
8. Other Government apps
   1. Can you think of any apps that you use that relate to government services?
   2. Can you describe any positive or negative app experiences you have had?
   3. Why have you stopped using apps in the past?
   4. Would you use a VA app?
   5. What features would make that app useful for you?
9. Do you find it easy to understand what benefits you are entitled to? How would you normally find out/ whom would you ask?
10. How do you look for information on your benefits?

Optional:

1. What would you call into the VA Complaint center about?
2. What kinds of things do you use the internet on your phone for?
3. Are there features in other apps that you like? Don’t like?
4. What do you do to make your interactions with the VA easier?